Adding Answering Rules
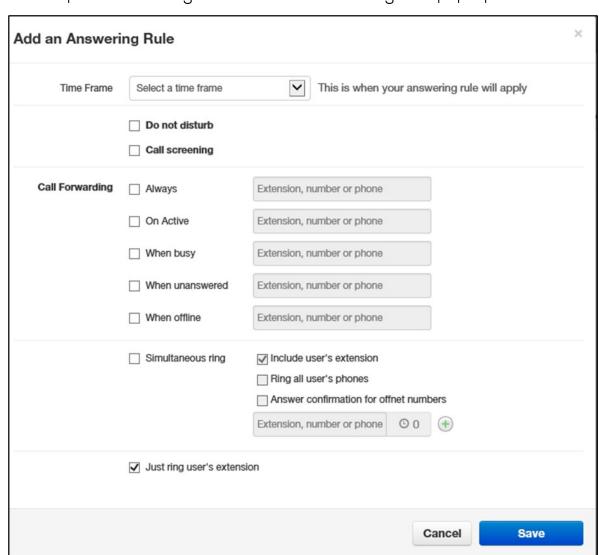
Adding additional answering rules allows you specify alternate call answering rules in a different time frame (for example, handle calls differently on a weekend than on a weekday). To add an answering rule for this user:

1. Click the **Add Rule** button. The Add an Answering Rule pop-up window appears.

2. Complete the settings in the Add an Answering Rule pop-up window.

Setting	Description
Time Frame	Select a time frame to which this answering rule will be applied. Choices shown are the ones previously configured using the procedure under "Adding Time Frames".
Enabled	Add an answering rule: this check box does not appear. Edit an answering rule: enable (check) or disable (uncheck) this time frame for this user.
Do not disturb	Enables or disables the Do Not Disturb feature. Choices are: • Checked = enable Do Not Disturb. Send all calls directly to voicemail (if available), without ringing the phone. • Not checked = disable Do Not Disturb.
Call screening	Enables or disables the Call Screening feature. Choices are: • Checked = enable Call Screening. System prompts callers to say their name, and then lets you screen the call before accepting it. • Not checked = disable Call Screening.
Call Forwarding options	Select the following appropriate Call Forwarding settings. When entering another extension as a Call Forward option, a drop-down menu allows you to forward the call to specific resources associated with that extension. Some settings might not appear, depending on the features associated with the given extension. Choices are: • Always = immediately forward calls to the number specified in the text field. • When busy = forward calls to the number specified in the text field when your extension has used all available call paths. • When unanswered = forward calls to the number specified in the text field if the call is not answered after the specified ring timeout. • When offline = automatically forward calls to the number specified in the text field if your desk phone has lost communication (for example, during a power outage).
Simultaneous Ring	Simultaneous ring allows multiple phones to ring at the same time. Check boxes allow you to include the user's extension, ring all user phones at the same time, and use answer confirmation for offnet numbers. • Include user's extension = check to ring the phone with the same extension as the user. • Ring all user's phones = ring all phones associated with this user at the same time. • Answer confirmation for offnet numbers = ensures when conducting a simring to a cell/landline that the answering party is a person instead of voicemail by requesting them to press 1 to accept the call.
Answer Confirmation for Offnet Numbers	In this field, you can enter the extension of another telephone you want to ring. The clock icon allows you to specify a ring delay. A ring delay allows you to enter the amount of time before the call rings at the destination. To add other phones to the simring, click the green plus icon.
Just ring user's extension	Enables or disables the ringing of your telephone only. • Checked = incoming call rings just your telephone. • Not checked = feature is disabled.

3. Click **Save**.

4. Repeat this procedure to add answering rules for this user.